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PATENT AND TRADEMARK OFFICE

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Patent Application

Technology Center 2100

Inventor(s) Sanford Samuel Brown

Conf. No. 1209

Case 111446CON

Group Art Unit 2142

Serial No. 09/994,772

Filing Date November 28, 2001

Examiner Thong H. Vu

Title Correlating Information Between Internet and Call Center
Environments

COMMISSIONER FOR PATENTS
ALEXANDRIA, VA 22313-1450

SIR:

AMENDMENT

In response to an Office action dated March 15, 2004 (application Paper No. 4),
please amend the above-identified application as follows: